

# Using Registry Data to Inform Client Outreach Efforts

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- HIP (Health Integration Project)
- Family Services Inc. Gaithersburg, MD
- Strategic Partners: Threshold Services Inc. and CCI
- Approximately 600 clients served to date
- Approximately 50% have community-based PCPs
- Reassessment rate at end of FY 2012: 88%

Our evaluation includes all SAMHSA-required data and additional data such as:

- alcohol use
- drug use
- self-reported health information using the SF-36

Mechanical health data is also collected during interim three-month appointments.

Use of data to support CQI – Continuous Quality Improvement.

Use of data to:

- **Target interventions to specific sub-groups of clients**
- Monitor client/program progress
- Provide meaningful feedback to providers, clients and partners.

# Evaluation Overview – Missing Data

- Requires an ongoing monitoring of data to ensure that information is being collected and clients are receiving needed clinical care.
- Can be accomplished in many ways, we are using an Access database and related queries/reports.

# Access Database - Overview

Baseline Health											
TRAC ID	Name	PCP	DOB	BL Visit Date	BL Height	BL Weight	BL Waist	BL BP Systolic	BL BP Diastolic	BL Lab Date	
FS0001	Amanda	Dr. Jones	1/1/1950	2/1/2011	62	155	84	120	80	2/5/2011	
FS0002	Betty	Dr. Kitson	2/2/1951	2/1/2011	61	145	82	125	90	2/7/2011	
FS0003	Cathy	Dr. Currin	3/3/1952	2/2/2011	60	180	90	127	100	2/7/2011	
FS0004	Debra	Dr. Pina	4/4/1953	2/4/2011	54	175	90	130	90		
FS0005	Elizabeth	Dr. Winger	5/5/1954	2/5/2011	53	155	85	128	110	3/1/2011	
FS0006	Frank	Dr. Miller	6/6/1955	2/7/2011	72	245	120	160	120	2/15/2011	
Fs0007	Gerry	Dr. Hernandez	7/7/1956	2/15/2011	64	260	125	140	110	2/15/2011	
FS0008	Henry	Dr. Currin	8/8/1957	2/17/2011	70	255	130	135	100		
FS0009	Isabel	Dr. Duffy	9/9/1958	2/19/2011	66	180	100	135	90	2/20/2011	
FS0010	Jane	Dr. Levinson	10/10/1959	2/22/2011	67	174	94	142	100	3/1/2011	
FS0011	Kate	Dr. Hyde	11/11/1960	2/23/2011	70	166	93	137	91	3/2/2011	
FS0012	Linda	Dr. Jones	12/12/1961	3/1/2011	64	156	85	120	90	3/20/2011	
FS0013	Mandy	Dr. Winger	1/1/1962	3/2/2011	63	167	87	120	90		
FS0014	Noah	Dr. Duncan	2/2/1963	3/4/2011	69	199	92	125	100	3/7/2011	
FS0015	Odessa	Dr. Leo	3/3/1964	3/7/2011	59	310	130	127	90	3/7/2011	
FS0016	Penelope	Dr. Kitson	4/4/1965	3/9/2011	56	298	105	130	110	3/15/2011	
FS0017	Quinn	Dr. Bergman	5/5/1966	3/12/2011	58	168	91	120	80	3/15/2011	
FS0018	Rachel	Dr. Hernandez	6/6/1967	3/15/2011	64	254	107	135	90	3/15/2011	
FS0019	Steven	Dr. Levinson	7/7/1968	3/17/2011	70	274	110	110	90	3/19/2011	
FS0020	Timothy	Dr. Jones	8/8/1969	3/19/2011	75	244	115	127	100	3/22/2011	
FS0021	Ulysses	Dr. Duncan	9/9/1970	3/19/2011	56	265	117	140	110		
FS0022	Veronica	Dr. Hyde	10/10/1971	3/21/2011	58	210	95	137	109	3/25/2011	
FS0023	Wendy	Dr. Pina	11/11/1972	3/22/2011	59	285	109	130	90	3/22/2011	
FS0024	Xander	Dr. Miller	12/12/1973	3/24/2011	74	285	120	150	120	3/27/2011	
FS0025	Yolanda	Dr. Jones	1/1/1974	4/2/2011	58	235	117	140	110	4/5/2011	
FS0026	Zev	Dr. Currin	2/2/1975	4/5/2011	72	300	126	135	95	5/1/2011	

\* Fictional client data

# Reporting – Missing Reassessments

Missing Reassessments						
TRAC ID	Client Name	Location	Therapist	Reassessment Due	Due Date	Last Day to Complete
FS0002	Betty	Threshold	Dr. Miller	9 Month Reassessment	10/15/2012	11/14/2012
FS0003	Cathy	Threshold	Dr. Green	12 Month Reassessment	10/20/2012	11/19/2012
FS0007	Gerry	Threshold	Dr. Miller	15 Month Reassessment	10/25/2012	11/24/2012
FS0008	Henry	Threshold	Dr. Levin	24 Month Reassessment	11/27/2012	11/26/2012
FS0017	Quinn	Threshold	Dr. Levin	18 Month Reassessment	11/8/2012	12/8/2012
FS0019	Steven	Threshold	Dr. Miller	12 Month Reassessment	11/9/2012	12/9/2012
FS0020	Timothy	Threshold	Dr. Levin	15 Month Reassessment	11/14/2012	12/14/2012
FS0023	Wendy	Threshold	Dr. Saslow	6 Month Reassessment	11/18/2012	12/18/2012
FS0024	Xander	Threshold	Dr. Patel	24 Month Reassessment	11/19/2012	12/19/2012
FS0026	Zev	Threshold	Dr. Patel	18 Month Reassessment	11/23/2012	12/23/2012
FS0001	Amanda	Family Services	Dr. Jones	6 Month Reassessment	10/14/2012	11/13/2012
FS0005	Elizabeth	Family Services	Dr. Patel	6 Month Reassessment	10/22/2012	11/21/2012
FS0006	Frank	Family Services	Dr. Jones	9 Month Reassessment	10/24/2012	11/23/2012
FS0013	Mandy	Family Services	Dr. White	6 Month Reassessment	10/29/2012	11/28/2012
FS0014	Noah	Family Services	Dr. Jones	12 Month Reassessment	11/1/2012	12/01/2012
FS0015	Odessa	Family Services	Dr. Jones	18 Month Reassessment	11/1/2012	12/1/2012
FS0016	Penelope	Family Services	Dr. Gabbidon	24 Month Reassessment	11/5/2012	12/5/2012
FS0021	Ulysses	Family Services	Dr. Patel	18 Month Reassessment	11/15/2012	12/15/2012
FS0022	Veronica	Family Services	Dr. Jones	15 Month Reassessment	11/17/2012	12/17/2012
FS0025	Yolanda	Family Services	Dr. White	12 Month Reassessment	11/22/2012	12/22/2012

## Reporting – CCI Staff

Similar to TRAC-generated report

Only lists clients with missing visit information

Our version contains client names, clinic information, and BH provider information

Also includes information on interim appointments (3-month, 9-month etc.)

# Reporting – Missing Lab Data

## Reporting – Project Staff

Query that pulls  
the last lab date for  
every client

Tailor report to  
only pull clients  
with:

- Out-of-date lab information
- By Site
- By PCP

TRAC ID	Client Name	Location	CCI or Community PCP	PCP	PCP Phone #	BL Lab Date	Last Lab Date
FS0001	Amanda	Family Services	Community PCP	Dr. Jones	301-555-5555	2/1/2011	1/31/2012
FS0002	Betty	Threshold	CCI	Dr. Jones	301-555-5555	2/1/2011	2/5/2012
FS0003	Cathy	Threshold	Community PCP	Dr. Kitson	301-555-5555	2/2/2011	2/7/2012
FS0005	Elizabeth	Family Services	CCI	Dr. Currin	301-555-5555	2/4/2011	2/4/2011
FS0006	Frank	Family Services	Community PCP	Dr. Pina	301-555-5555	2/5/2011	2/7/2012
FS0007	Gerry	Threshold	CCI	Dr. Winger	301-555-5555	2/7/2011	2/5/2012
FS0008	Henry	Threshold	Community PCP	Dr. Miller	301-555-5555	2/15/2011	2/15/2011
FS0013	Mandy	Family Services	CCI	Dr. Hernandez	301-555-5555	2/17/2011	2/15/2011
FS0014	Noah	Family Services	CCI	Dr. Currin	301-555-5555	2/19/2011	2/19/2011
FS0015	Odessa	Family Services	Community PCP	Dr. Duffy	301-555-5555	2/22/2011	2/19/2012
FS0016	Penelope	Family Services	Community PCP	Dr. Levinson	301-555-5555	2/23/2011	2/25/2012
FS0017	Quinn	Threshold	CCI	Dr. Hyde	301-555-5555	3/1/2011	3/5/2012
FS0019	Steven	Threshold	CCI	Dr. Jones	301-555-5555	3/2/2011	3/2/2011
FS0020	Timothy	Threshold	CCI	Dr. Winger	301-555-5555	3/4/2011	3/7/2012
FS0021	Ulysses	Family Services	Community PCP	Dr. Duncan	301-555-5555	3/7/2011	3/9/2012
FS0022	Veronica	Family Services	CCI	Dr. Leo	301-555-5555	3/9/2011	3/9/2012
FS0023	Wendy	Threshold	CCI	Dr. Kitson	301-555-5555	3/12/2011	3/12/2011
FS0024	Xander	Threshold	Community PCP	Dr. Bergman	301-555-5555	3/15/2011	3/15/2012
FS0025	Yolanda	Family Services	CCI	Dr. Hernandez	301-555-5555	3/17/2011	3/19/2012
FS0026	Zev	Threshold	CCI	Dr. Levinson	301-555-5555	3/19/2011	3/19/2011

# Targeting Interventions – Clinical Data

Name	Family_Services_or_Threshold	CCI or Community PCP	Blood Pressure
Amanda	Family Services	CCI	140/105
Betty	Threshold Services	CCI	160/130
Cathy	Family Services	CCI	120/90
David	Threshold Services	Community PCP	135/97
Ella	Family Services	CCI	140/115
Frank	Family Services	CCI	120/85
Sina	Threshold Services	CCI	110/80
Helen	Family Services	Community PCP	135/100
Anga	Threshold Services	Community PCP	145/119
Jacob	Family Services	CCI	100/75
Kelly	Family Services	CCI	160/125
Matt	Threshold Services	CCI	180/130
Nate	Family Services	Community PCP	120/90
Oscar	Threshold Services	Community PCP	110/80
Penny	Family Services	CCI	150/120
Quinn	Family Services	CCI	140/110
Rebecca	Threshold Services	CCI	155/121
Steve	Family Services	Community PCP	130/90
Fami	Threshold Services	Community PCP	120/85
Jlysses	Family Services	CCI	120/85
Veronica	Family Services	CCI	120/90
Mendy	Threshold Services	CCI	150/120
Kavier	Family Services	Community PCP	135/95
Rolanda	Threshold Services	Community PCP	140/112
Zev	Family Services	CCI	130/90

## Targeting Interventions to High Risk Populations

Use the Access database to identify specific high-risk people for interventions targeting those conditions.

# Targeting Interventions – Clinical Data

Name	Family_Services_or_Threshold	CCI or Community PCP	Total Cholesterol
Penny	Family Services	CCI	387
Quinn	Family Services	CCI	325
Kelly	Family Services	CCI	300
Veronica	Family Services	CCI	274
Cathy	Family Services	CCI	254
Jacob	Family Services	CCI	250
Inga	Threshold Services	Community PCP	240
David	Threshold Services	Community PCP	221
Betty	Threshold Services	CCI	213
Matt	Threshold Services	CCI	210
Steve	Family Services	Community PCP	210
Oscar	Threshold Services	Community PCP	207
Tami	Threshold Services	Community PCP	200
Amanda	Family Services	CCI	200
Helen	Family Services	Community PCP	199
Yolanda	Threshold Services	Community PCP	197
Ella	Family Services	CCI	197
Ulysses	Family Services	CCI	196
Nate	Family Services	Community PCP	195
Zev	Family Services	CCI	184
Xavier	Family Services	Community PCP	178
Rebecca	Threshold Services	CCI	175
Frank	Family Services	CCI	165
Gina	Threshold Services	CCI	155
Wendy	Threshold Services	CCI	146

## Targeting Interventions to High Risk Populations

Use the database to sort individuals based on risk factors.

Outreach to/target individuals in the highest risk factor categories first.

# Targeting Interventions – Clinical Data

Name	Family_Services_or_Threshold	CCI or Community PCP	Smoker?
Zev	Family Services	CCI	<input checked="" type="checkbox"/>
Nate	Family Services	Community PCP	<input checked="" type="checkbox"/>
Oscar	Threshold Services	Community PCP	<input checked="" type="checkbox"/>
Quinn	Family Services	CCI	<input checked="" type="checkbox"/>
Rebecca	Threshold Services	CCI	<input checked="" type="checkbox"/>
Tami	Threshold Services	Community PCP	<input checked="" type="checkbox"/>
Ulysses	Family Services	CCI	<input checked="" type="checkbox"/>
Veronica	Family Services	CCI	<input checked="" type="checkbox"/>
Xavier	Family Services	Community PCP	<input checked="" type="checkbox"/>
Kelly	Family Services	CCI	<input checked="" type="checkbox"/>
Amanda	Family Services	CCI	<input checked="" type="checkbox"/>
Betty	Threshold Services	CCI	<input checked="" type="checkbox"/>
Cathy	Family Services	CCI	<input checked="" type="checkbox"/>
David	Threshold Services	Community PCP	<input checked="" type="checkbox"/>
Frank	Family Services	CCI	<input checked="" type="checkbox"/>
Helen	Family Services	Community PCP	<input checked="" type="checkbox"/>
Jacob	Family Services	CCI	<input checked="" type="checkbox"/>
Ella	Family Services	CCI	<input type="checkbox"/>
Matt	Threshold Services	CCI	<input type="checkbox"/>
Wendy	Threshold Services	CCI	<input type="checkbox"/>
Steve	Family Services	Community PCP	<input type="checkbox"/>
Gina	Threshold Services	CCI	<input type="checkbox"/>
Penny	Family Services	CCI	<input type="checkbox"/>
Inga	Threshold Services	Community PCP	<input type="checkbox"/>
Yolanda	Threshold Services	Community PCP	<input type="checkbox"/>
			<input type="checkbox"/>

## Targeting Interventions to High Risk Populations

Or quickly identify smokers for a tobacco cessation activity.

# Targeting Interventions – Clinical Data

Name	Family Services or Threshold	CCI or Community PCP	Blood Pressure
Matt	Threshold Services	CCI	180/130
Betty	Threshold Services	CCI	160/130
Kelly	Family Services	CCI	160/125
Rebecca	Threshold Services	CCI	155/121
Wendy	Threshold Services	CCI	150/120
Penny	Family Services	CCI	150/120
Inga	Threshold Services	Community PCP	145/119
Ella	Family Services	CCI	140/115
Yolanda	Threshold Services	Community PCP	140/112
Quinn	Family Services	CCI	140/110
Amanda	Family Services	CCI	140/105
Helen	Family Services	Community PCP	135/100
David	Threshold Services	Community PCP	135/97
Xavier	Family Services	Community PCP	135/95
Zev	Family Services	CCI	130/90
Steve	Family Services	Community PCP	130/90
Frank	Family Services	CCI	120/85
Cathy	Family Services	CCI	120/90
Veronica	Family Services	CCI	120/90
Ulysses	Family Services	CCI	120/85
Nate	Family Services	Community PCP	120/90
Tami	Threshold Services	Community PCP	120/85
Gina	Threshold Services	CCI	110/80
Oscar	Threshold Services	Community PCP	110/80
Jacob	Family Services	CCI	100/75

## Targeting Interventions to High Risk Populations

Or, individuals with elevated BP for a hypertension program.

# HIP Client Health Report



Client Name: Jane Doe      TRACID: 12345

Indicator (Goal)	12/12/2011	2/6/2012	8/8/2012
BMI (18.5 -24.9)	48*	45*	42*
Weight	300	280	260
BP Systolic (<=120)	140*	110	125*
BP Diastolic (<=90)	120*	110*	90
LDL (<100)	160*	140*	110*
HDL (>60)	40*	50*	65
Triglycerides (<150)	300*	200*	145
Fasting Glucose (<100)	200*	170*	95
HbA1c (<5.7)	10*	5	9*
Lab Date	12/23/2011	2/9/2012	9/1/2012
Smoking	Yes*	Yes*	Yes*
AUDIT-Alcohol (<8)	0	9*	7
DAST-Drug Use (<3)	4*	2	0
PHQ9-Depression (<10)	12*	6	6

Client Health Goals and Readiness: This is where the provider can write notes and goals for the client.

**Action Steps:**

- Action Step 1
- Action Step 2
- Action Step 3

Readiness Ruler



- Sample HIP Health Report provided to therapists, psychiatrists and other BH staff.
- BH staff asked to incorporate information from health report into treatment planning.
- Importance of training for BH staff

# Conclusion

Questions?

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